



# Off-the-Cuff



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## Featuring Phoenix Industrial Plant & Prescott Service Center

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December, 2015

To Our Friends,

It is always an honor for me to write this Christmas letter.

As CEO, I know my primary responsibility is to make sure Prudential Overall Supply will continue into the future, while providing good jobs now for our 1600 plus employees.

This month POS will be absorbing one of its largest acquisitions. The biggest challenge will be to convert this operation to Prudential's culture and the biggest opportunity will be the growth potential in this market area. This acquisition will be modeled with one plant serving five service centers stretching from Colonial Heights, Virginia to Atlanta, Georgia. We currently have one cleanroom plant and two cleanroom service centers on the East coast with a small amount of industrial business. This acquisition will be our first step to providing industrial services, our core business, to this area.

We welcome these 100 new employees to the Prudential family and thank everyone for their hard work and support as we make this transition.

I know my dad would be very proud that his one man operation he started in 1932 now consists of 17 plants, 16 service centers and 1600 plus employees. From tiny acorns to giant oaks; this is truly a story of Prudential people working together to accomplish goals.

At this time of year I cherish the privilege of expressing the company's sincere thanks to each of our employees, customers, suppliers and friends for the meaningful things they have done for us in 2015, and to extend our heartfelt best wishes for 2016. It is my hope that we may keep the holiday spirit of faith, love and goodwill towards all alive throughout the year. May God grant each of you joy, peace and happiness in this holiday season and the coming year.

Merry Christmas to All!

Dan Clark  
Chairman of the Board



**Dan Clark** (09/23/68)

Diciembre, 2015

Para nuestros amigos

Siempre es un honor para mí escribir esta carta de Navidad.

Como Director Ejecutivo, sé que mi mayor responsabilidad es asegurar que Prudential Overall Supply continúe hacia el futuro, proveendo buenos trabajos para nuestros más de 1600 empleados.

Este mes Prudential Overall Supply obtendrá una de sus mas grandes adquisiciones. El mayor reto será convertir esta operación dentro de la cultura de Prudential, mientras la más grande oportunidad será el potencial de crecimiento en esta área del mercado. Esta adquisición será modelada con una planta; manteniendo a cinco centros de servicio que van desde Colonial Heights, Virginia a Atlanta, Georgia. Actualmente tenemos una planta y dos centros de servicio Cleanroom en la costa este con una mínima cantidad de negocios industriales. Esta adquisición será nuestro paso final para proveer servicios industriales, el núcleo de esta empresa, a esta área.

Damos la bienvenida a estos 100 empleados nuevos a la familia de Prudential y les agradecemos su ardua labor y apoyo al hacer esta transición.

Sé que mi padre estaría muy orgulloso al mirar que el trabajo que hacía un solo hombre en 1932, hoy consiste en 17 plantas, 16 centros de servicio y mas de 1600 empleados. Desde pequeñas bellotas hasta ser robles gigantes, esta es verdaderamente una historia de Prudential uniendo a personas para lograr metas.

En estas fechas del año, aprecio el privilegio de expresar la gratitud sincera de esta compañía. Gracias a cada uno de nuestros empleados, clientes, proveedores y amigos por todo lo significativo que han hecho por nosotros en el 2015, y les extendemos nuestros mejores deseos para el 2016. Es mi esperanza que podamos mantener el espíritu navideño de fé, amor y buena voluntad vivo por todo el nuevo año. Que Dios les conceda a cada uno de ustedes alegría, páz y felicidad en esta epoca de fiestas y el año que comienza.

Feliz Navidad!  
Dan Clark  
Director Ejecutivo

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*The date of hire is listed after each employee name throughout Off-the-Cuff.*

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Dedicated to the improvement of employee morale and the broadening of customer relationships.

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*About Prudential Overall Supply:*

*Family owned and operated since 1932, Prudential Overall Supply is dedicated to enhancing our customers' image at the best dollar value. By providing premium work wear uniforms, career apparel and casual wear, Prudential is able to outfit your entire organization. This on-time weekly service also addresses your facility's image and safety requirements by offering floor mats, wiping towels and restroom paper products and related supplies.*

*Prudential Cleanroom Services is a division of Prudential Overall Supply. Since 1960, Prudential Cleanroom Services is recognized as a world leader in cleanroom laundry processing services. Prudential's network of ISO 9001:2008 certified ISO Class 3 cleanroom laundry processing facilities extend service programs throughout North America and Puerto Rico.*



# 2015 Service Anniversaries

## 25 YEARS OR MORE

Name	Plant	Job Title	Hire Date
Lahn	Donald C.	00	Vice Chairman
Clark	J. Daniel	00	Chairman of Board
Cabrera	Manuela	15	Production Employee
Watts	Thomas C.	00	President
Verduzco	Elpidia	15	Stock Rm Supervisor
Sanchez	Francisco	06	Laundry Worker
Mora	Yolanda	05	Production Employee
Mota	Juan C.	22	Washer
O'Leary	Marc E.	00	Regional Vice President
Corral	Maria M.	03	Production Manager
Martinez	Ramon R.	02	Washer
Sotolongo	Jorge L.	00	System Analyst Senior
Corona	Alberto B.	02	Maint Mechanic
Pelayo	Ricardo R.	09	Maintenance Supv
Arce Morales	Antonia	06	Laundry Worker
Loredo	Maria T.	10	Garment Coordinator
Lecair	Laura A.	10	Plant Superintendent
Ruiz	Modesta	06	Laundry Worker
Torres	Alicia	05	Production Employee
Garcia	Felipa	04	Production Employee
Reyes	Juana	02	Asst Supv
Carrillo	Javier H.	05	Production Employee
Rubio	Francisco	05	Washer
Cummins	Mitch	21	General Manager
Stillwagon	Thomas	12	Service Center Manager
Olguin	Francisco	02	Janitor
Freese	Charles K.	00	System Analyst Senior
Garcia	Teresa	04	Production Employee
Garcia	Jose J.	05	Customer Sales Rep.
Blanco	Juventino	06	Laundry Worker
Herrera	Benigno C.	06	Laundry Worker
Robles	Enrique	05	Customer Sales Rep.
Ortiz	Miguel	06	Service Attendant
Balaam	Robert Lee	00	Controller
Maurer	Dan R.	05	Customer Sales Rep.
Opon	Maria	10	Folder
Bielefeld	Bret A.	00	Director of Purchasing
Boyer Jr.	Jimmy	02	Asst General Manager
Valdez	Magdalena	10	Soil Sort
Hoang	Kim T.	00	Accts Rec Clerk
Blanco	Martha A.	15	Production Employee
Herrera	Rodolfo M.	05	Washer
Perez	Lomberto	04	Production Employee
Soto	Rachel	02	Production Employee
Bigler	Marlan L.	00	System Analyst
Roque	Noel	04	Washer
Bernal	Roselia	05	Supervisor
Tamayo	Jose F.	21	Maintenance Supv
Cesario	Robert	02	Sales & Service Manager
Escobar	Ernesto R.	07	Fleet Mechanic
Kopicka	Karen L.	02	Office Clerk
Jimenez	Antonio	04	Customer Sales Rep.
Cordova	Irma	05	Production Employee
Ocegueda	Maria	05	Production Employee
Dominguez	Alberto M.	15	Maint Mechanic
Rodriguez	Vicente A.	04	Customer Sales Rep.
Sandoval	Alma D.	15	Production Employee
Sanchez	Maria T.	15	Production Employee
Uribe	Humberto	04	Plant Supervisor
Murray	James K.	00	Secretary/Treasurer
Lara	Yolanda	05	Production Employee
Bickel	Mark A.	06	Sales & Service Manager
Figueroa	Rosa N.	15	Production Employee
Chavez	Catalina	05	Production Employee
Kekua	Darren	04	Customer Sales Rep.
Burish	Clarence	00	Corp Prod Mgr
Arellano	Carmen	15	Production Employee
Davis	Dean	06	Customer Sales Rep.
Fonseca	Victoria	15	Production Employee
Garcia	Michael	02	Customer Sales Rep.
Reyes	Aurelio C.	04	Production Employee
Ordaz	Fabiola	02	Production Employee
Elbertson	Mark W.	02	General Manager
Brooks	Gary L.	13	Customer Sales Rep.
Berruecos	Ruth	05	Production Employee
Terry	Lee D.	00	Env & Safety Dir
Ivester	Katherine D.	00	Accts Rec Mgr
Flores	Michael R.	13	Customer Sales Rep.
Toler	Desiree L.	21	Plant Superintendent
Valencia	Lourdes	08	Laundry Worker
Virues	Jose L.	02	Washer
Cesario	Eva M.	00	Direct Sales Admin
Jimenez	Maria L.	04	Production Employee
Leza	Alicia	10	Folder
Guerrero	Ampelia	02	Production Employee
Chan	Tom	00	Regional Maint. Engineer
Kaur	Tarsem	08	Laundry Worker

## 25 YEARS OR MORE cont.

Name	Plant	Job Title	Hire Date
McKinney	Michael E.	00	Comp Support Spec
Truax	Karen D.	00	Business System Analyst
Cadenas	Felisa F.	04	Production Employee
Aguirre	Aurelia M.	06	Laundry Worker
Mata	Saul	05	Production Employee
Nelson	Jeffrey A.	00	Regional Manager
Martinez	Audencio	05	Production Employee
Serrano	Irma	04	Production Employee
Bustos	Leticia Lara	10	Stock Rm Clerk
Ruiz	Imelda	10	Folder
Palominos	Magdalena	13	Production Supervisor
Ramirez	Diega	02	Production Employee
Cesario	Dean	06	Customer Sales Rep.
Fitch	Scott E.	21	Customer Sales Rep.
Flores	Pamela D.	13	Office Manager
Rich	Frank W.	00	District Sales Manager
Alcala	Rey C.	03	Customer Sales Rep.
Corona	Maria A.	04	Production Employee
Soto	Felipe	06	Laundry Worker
Sanchez	Jose	06	Laundry Worker
Leon	Arturo	06	Laundry Worker
Kalart	Christopher	00	ABS Manager
Ruiz	Rosalba V.	06	Laundry Worker
Figueroa	Ruth A.	21	Production Employee
Blazek	Michael P.	50	General Manager
Carrillo	Rodrigo	05	Production Employee
Mendoza	Rebeca C.	09	Presser
Lemus Gasca	Rogelio	02	Asst Plant Supt
Carrillo	Hilda	00	ABS Support Spec
Benitez	Raul G.	15	Washer
Arvayo	Carlos E.	21	Production Employee
De La O	Ampelia	10	Garment Coordinator
Valencia-H.	Jorge A.	02	Customer Sales Rep.
Macias	Ana D.	15	Production Employee
Sangha	Major S.	08	Line Driver
Haghighi	Hilda	00	Accts Rec Clerk
Perez	Hilda E.	15	Production Employee
Magana	Arturo	04	Customer Sales Rep.
Vega	Julia M.	00	AR/Coll Supv
Voros	Stephen A.	00	Regional Maint. Engineer

## 20 YEARS

Name	Plant	Job Title	Hire Date
Salazar	Maria O.	21	Production Employee
Mickle	Walter	22	Route Manager
Walker	Adam	12	Customer Sales Rep.
Rivera	Marcelino	00	Regional Maint. Engineer
Ortega	Florina	21	Production Employee
Cerda	Rafael	03	Sales & Service Manager
Lozano	Maria E.	02	Production Employee
Killion	Dean	00	Director of Sales
Leyerly	Robert	02	Customer Sales Rep.
Ramirez	Francisco	03	Laundry Worker
Durazo	Martha	23	Distribution Lead Person
Bustillo	Jorge	22	Production Employee
Ward	Patricia	00	Buyer
Moran	Gloria E.	10	Janitor
Ureno	Tony	09	Customer Sales Rep.
Tao	Fawn Si	00	Network Information Mgr
Reyes	Bertha I.	22	Production Employee
Reese	Paul A.	05	Customer Sales Rep.
Carrillo	Carmen M.	09	Presser
Smith	Edward	26	Corporate Sales Rep.
Acosta	Guadalupe	45	Plant Superintendent
Arias	Evelia	15	Production Employee
Ramirez	Leticia	22	Production Employee
Coria-Acevedo	Jose	02	Production Employee
Cuevas	Maria G.	02	Production Employee
Fonseca	Gus	05	Customer Sales Rep.
Welch	Christopher	00	Regional Manager

## 15 YEARS

Name	Plant	Job Title	Hire Date
Montoya	Miguel	02	Washer
Lilly	Joyce Ann	70	Stock Rm Supervisor
Murillo	Julio C.	02	Customer Sales Rep.
Magiera	Alan T.	23	Customer Service Rep.
Herrera	Zeferina	04	Production Employee
Ponce	Maria	13	Production Employee
Russo	Michael J.	22	Corporate Sales Rep.
Rodriguez	Joe	23	Customer Service Rep.
Ross	Samuel	00	Natl Acct Exec Sr
Torres	Yolanda P.	06	Laundry Worker
Armijo Jr.	Paul A.	45	Customer Sales Rep.
De Razo	Maria L.	22	Production Employee
Suber	Dave P.	17	Customer Sales Rep.

## 15 YEARS cont.

Name	Plant	Job Title	Hire Date
Hernandez Susana	13	Production Employee	04/27/00
Martinez Luz E.	15	Production Employee	05/22/00
Salas David M.	03	Laundry Worker	05/24/00
Marts Jon M.	00	Key Account Manager	05/30/00
Romero Celia S.	22	Production Employee	06/12/00
Garcia Maria E.	15	Production Employee	06/14/00
Serrano Rafael	02	Production Employee	06/29/00
Gomez Maria G.	15	Production Employee	07/11/00
Trujillo Matilde	02	Production Employee	07/17/00
Orozco-Sepulveda Maria Z.	06	Laundry Worker	07/17/00
Quintero Margarita T.	13	Production Employee	08/02/00
Giron Arias Teresa	02	Production Employee	08/08/00
Casillas Ana Maria	02	Production Employee	08/21/00
Sepulveda Sylvia	06	Laundry Worker	08/25/00
Inzunza Olivia	23	Distributor	08/30/00
Reyes Oralia R.	22	Production Employee	08/31/00
Rojas Maria	15	Production Employee	09/01/00
Haskins Janice P.	70	Soil Sort Suprv	09/11/00
Rodriguez Marisa	06	Laundry Worker	09/26/00
Bogar Jason A.	22	Sales & Service Manager	10/02/00
Figuerroa Santiago	21	Janitor	10/23/00
Rincon Maria G.	15	Production Employee	11/01/00
Cibrian Rose M.	13	Production Employee	11/08/00
Rodriguez Rogelia	15	Production Employee	11/20/00
Burton Kevin J.	22	Customer Sales Rep.	11/20/00
Paniagua Margarita H.	02	Production Employee	11/20/00
Percy Cotman Shelia	70	Mender	11/22/00
Vega Maria T.	02	Production Employee	12/04/00
Ortiz-Escalon Elba	05	Production Employee	12/06/00
Tinsay Jean P.	00	Accts Pay Clerk	12/26/00

## 10 YEARS

Name	Plant	Job Title	Hire Date
Leyva Sabas	22	Production Employee	01/03/05
Ward Tracy	22	Production Employee	01/03/05
Alcala-Espinoza Hector M.	13	Maint Mechanic	01/12/05
Gonzalez Araceli	13	Production Employee	01/12/05
Estrada Fernando	15	Washer	01/31/05
Frye Chad D.	13	Customer Sales Rep.	02/21/05
Mata De Garibay Rosa	02	Production Employee	02/23/05
Apalategui Ricardo L.	21	Customer Sales Rep.	03/14/05
Ruvalcaba Jr. Genaro	51	Sales & Service Manager	03/14/05
Alamillo Salvador	02	Customer Sales Rep.	03/28/05
Diogostine Frank R.	06	Customer Sales Rep.	03/28/05
Eubank Sean	04	Customer Sales Rep.	04/04/05
Monterrosa Roberto	04	Production Employee	04/04/05
Ramirez Maria G.	15	Production Employee	04/18/05
Garcia Magarita	15	Production Employee	04/25/05
Lopez Heriberto	15	Production Employee	04/25/05
Cortez Beatriz	04	Production Employee	04/25/05
Aguirre Fabian	22	Auto Mechanic	05/09/05
Fragoso Rosa M.	21	Production Employee	05/18/05
Byrd Robert N.	17	Auto Mechanic	05/31/05
Mota Alejandro	22	Production Supervisor	06/06/05
Montoya Michelle M.	45	Office Clerk	06/13/05
Graham Anthony L.	02	Production Employee	06/20/05
Trujillo Enedina	22	Production Employee	07/11/05
Ory Craig M.	02	Customer Sales Rep.	07/11/05
Gutierrez Daniel	51	Corporate Sales Rep.	07/11/05
Gonzalez Sergio	02	Customer Sales Rep.	07/18/05
Sanchez De La Torre Hermelinda	22	Production Employee	07/21/05
Rainey Brown Sherl	70	Soil Sort	08/01/05
Badillo-Baca Ernesto	13	Production Employee	08/15/05
Guerra Maria D.	50	Cleanroom Supervisor	08/17/05
DonJuan Olivia B.	50	Distributor	08/22/05
Caballero Vilma A.	22	Production Employee	08/22/05
Boyd Carolyn N.	70	Qual Assur Backup	08/30/05
Kalert Johanna Ayde	00	ABS Cleanroom Lead	09/01/05
Frenzer Jr. William A.	09	Customer Sales Rep.	09/06/05
Estrada Maria	50	Mender	09/08/05
Samson Gerard	13	Customer Sales Rep.	09/12/05
Adams Jonathan C.	02	Customer Sales Rep.	09/14/05
Ascenssi Oswaldo	32	Customer Sales Rep.	10/03/05
Men Malis	70	Folder	10/10/05
Reed Darrin J.	04	Customer Sales Rep.	10/24/05
Moeller Joshua A.	03	Customer Sales Rep.	10/31/05
Steinbrenner Brian S.	04	Customer Sales Rep.	10/31/05
Peterson Erving N	70	Soil Sort	10/31/05
Aguilar Julio G.	55	Sales & Service Manager	11/03/05
Sanchez Josephine	08	Office Clerk	11/07/05
Benavides Sonia M.	70	Stock Rm Clerk	11/07/05
Ramirez Vilma	70	Folder	11/07/05
Garcia Veronica	22	Production Employee	11/14/05
Barrow Glyndon A.	02	Customer Sales Rep.	11/14/05
Valdez Florencia	22	Production Employee	12/05/05
Moran Rene	05	Customer Sales Rep.	12/19/05

## 5 YEARS cont.

Name	Plant	Job Title	Hire Date
Izaguirre Maria R.	50	Soil Sort Lead	01/08/10
Hun Bakri Sreymom	70	Soil Sort	01/29/10
Corvea Gato Elaine	50	Folder	02/01/10
Inguez Elsa A.	15	Production Employee	02/01/10
Anaya De Rincon Patricia	15	Production Employee	02/01/10
Manzo Cecilia	15	Production Employee	02/01/10
Aguila Reina D.C.	15	Production Employee	02/01/10
Soto De Ortiz Maria E.	50	Folder	02/15/10
Castaneda III Abel	51	Route Manager	02/22/10
Guzman Martinez Pedro	45	Janitor	02/22/10
Pena Garcia Jose J.	23	Warehouse Person	02/23/10
Gutierrez Rodriguez Lourdez G.	10	Folder	02/24/10
Escobedo Laura	22	Production Employee	02/24/10
Kenner Christopher J.	08	Customer Sales Rep.	03/01/10
Morillo-Marin Jose Reyes	50	Folder	03/18/10
Carrillo De Beltran Ana B.	23	Folder	04/06/10
Rico Yahaira	13	Production Employee	04/07/10
Gonzalez John	06	Customer Sales Rep.	04/12/10
Romero Jacob J.	45	Customer Sales Rep.	04/12/10
Estrada Mark Anthony	05	Corporate Sales Rep.	04/26/10
De Vine Gary Alan	00	Buyer	04/30/10
Trejo Rosa M.	04	Production Employee	05/03/10
Coronado Maria G.	23	Soil Sort Lead	05/17/10
Panowicz Terry Lee	02	Maint Mechanic	05/17/10
Campos Carmen Rosa	10	Garment Coordinator	05/24/10
Moriel Sr. David Anthony	06	Customer Sales Rep.	06/07/10
Leal Nathan M.	55	Customer Sales Rep.	06/07/10
Meas Bonya	70	Warehouse Person	06/16/10
Jackson Mary Lee	70	Soil Sort	06/21/10
Phat Ghoy Fong	70	Folder	06/22/10
Touch La Robby	70	Soil Sort	06/23/10
Henricksen Jonathan Paul	15	Garment Coordinator	06/28/10
Le Sivvy	70	Folder	07/12/10
Royal Chadwick R.	32	Sales & Service Manager	07/12/10
Morales Remigio	05	Production Employee	07/19/10
Serrano Rogelio Omar	17	Sales & Service Manager	07/26/10
Acosta Steven L.	12	Customer Sales Rep.	08/09/10
Valencia Manuel B.	05	Wholesale CSR	08/10/10
Chinchillas Alba N.	23	Soil Sort	08/23/10
Bossardet Jr Robert M.	00	District Sales Manager	08/23/10
Guardado Ana R.	70	Soil Sort	09/07/10
Lopez Manuel J.	45	Customer Sales Rep.	09/24/10
Velasquez Marcos Daniel	04	Sales & Service Manager	10/04/10
Chacon Dominic J.	22	Customer Sales Rep.	10/11/10
Nieto David R.	08	Sales & Service Manager	10/11/10
Solis Joseph Patrick	18	Customer Sales Rep.	10/11/10
Wall Michael Lee	04	Sales & Service Manager	10/18/10
Garcia Jesus	23	Washer	11/15/10
Carlos Angelica	23	Distributor	11/22/10
Buck Reyna	23	Garment Coordinator	12/20/10
Avella Daniel E.	02	Asst Supv	12/27/10
Mercado Villanueva Alex	23	Washer	12/30/10

*Thank you all for your  
commitment and  
contribution to help us  
grow and prosper.*

# Meet the Phoenix Plant Team

## History of the Phoenix Plant

Year Opened:	1982
Current Number of Employees:	78
Current Number of Routes:	16



**ZACH GUILDS** (08/27/07) General Manager  
Zach was born in Omaha, NE but grew up in sunny Palm Springs, CA. He received his BA in Business Economics from UC Riverside. He just celebrated his first anniversary with his incredible wife Allyson. His favorite hobbies include sports, traveling and enjoying their new puppy, Dexter.

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## Sales & Service Managers

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**JASON BOGAR**  
(10/02/00)  
Sales & Service Manager,  
District 2

Jason joined Prudential in 2000 as a participant in the MPTP program. In his free time Jason likes to stay active by playing basketball & exercising. In 2013 Jason was a Sponsor for the Champs Safety Committee that earned VPP for the Phoenix plant.



**RANDY SCHMUCKER**  
(05/29/97)  
Sales & Service Manager,  
District 1

Randy is Married with 2 children. Enjoys playing softball and basketball in his free time.



**BRANDON C. CASTELLANO**  
(09/24/07)  
Sales & Service Manager,  
District 4

Brandon enjoys working at the Phoenix Plant. He enjoys off roading, boating and riding motorcycles. He also loves to spend time with his daughter and having fun!



## Office Staff



**JOSIE MARTINEZ**  
(1/21/01)  
Office Manager

Josie is a long time Prudential employee. She enjoys the people she works with. She enjoys spending quality time with her family and friends especially her grandchildren.



**ROBBIE GARIBAY**  
(09/05/06)  
ABS Clerk

Robbie has been at Prudential nine years now and it doesn't seem that long. She enjoys working with all the employees. Especially with the Safety process that continues to grow. She has the support and love from her husband and her 3 sons.



**LYDIA HULL**  
(09/10/01)  
Accounts Receivables Clerk

Lydia started with Prudential at the Van Nuys Plant in California in 2001. She transferred to the Phoenix Plant in 2004. Lydia enjoys traveling, eating out and going to special events.

## Corporate Sales



**FRANK RICH**  
(01/29/90)  
District Sales Manager

Frank was transferred to Phoenix 16 years ago from the Irvine Plant. He has been married to his wife, Pat for 25 years and they have 2 sons & 2 grandsons. He loves the beach, fishing and traveling.



**MIKE RUSSO**  
(02/28/00)  
Corporate Sales Representative

Mike has been in the Prudential family for almost 16 years. He has two grown children and enjoys the empty nester life. Interests include traveling with his wife Julie, playing drums in church and in bands, and attending games of the local professional sports teams.



**RICK HEICKSEN**  
(08/17/15)  
Corporate Sales Representative

Rick is a US Army Airborne Veteran, Rick grew up in Joplin, Missouri. Although new to the industry, Rick has enjoyed success in various sales and management positions over the years. He looks forward to a long and prosperous career with Prudential. He likes to play with his pets, camping, fishing and outdoor activities. Mostly he enjoys riding his Harley on the weekends.



**COURTNEY K. HAMILTON**  
(10/12/15)  
Corporate Sales Representative

Courtney has 16 years of outside sales experience with two years of previous uniform sales experience. Courtney and his wife Vikki have three daughters, Hope, Zaria, Kimora. The family has recently moved to Phoenix area from "The Windy City" of Chicago. They love Phoenix!! No more snow shoveling for them!!!!. He is excited to be a part of a great family company with an awesome manager and teammates as well!! Go Bears!!

## Route Managers



**RAUL MUNOZ**  
(10/06/04)  
Route Manager

Raul enjoys spending quality time with his 2 children Brittney 17 and Nicholas 12. His hobbies are boating, camping and fishing.



**WALTER MICKLE**  
(01/18/95)  
Route Manager

The one the only the great and glorious Route Manager...enjoys camping with family and grandchildren, surfing in California when possible. Loves to read a book with a good cigar. He is looking forward to retiring next year!

## Plant Superintendent



**JOHN KINSELLA**  
(09/21/98)  
Plant Superintendent

John enjoys spending time with his family.  
John is a sports fan of San Diego Padres and San Diego Chargers!

## Production Supervisor



**ALEJANDRO MOTA**  
(06/06/05)  
Production Supervisor

Alejandro has been at Prudential for 10 years. He is a passionate Boston Red Sox, Boston Bruins and New England fan. He is a C.H.A.M.P. member.....safety is awesome!

## Customer Sales Representatives

### District 1



**ALEXANDER F. JAMES**  
(07/25/11)  
Customer Sales Representative



**DAVID NGUYEN**  
(07/10/06)  
Customer Sales Representative



**JULIO CONTRERAS**  
(12/23/13)  
Customer Sales Representative



**KEVIN BURTON**  
(11/20/13)  
Customer Sales Representative



**DOMINIC CHACON**  
(10/11/10)  
Customer Sales Representative

### District 2



**JASON BOGAR**  
(10/02/00) Sales and Service Manager,  
**EDWARD REECE**  
(12/16/13) Customer Sales Representative,  
**DAVID OLIVER**  
(07/25/11) Customer Sales Representative,  
**CHRISTIAN ALVAREZ**  
(03/02/15) Customer Sales Representative.

### District 4



**BRANDON CASTELLANO**  
(09/24/07) Sales and Service Manager,  
**RENE RUAN**  
(05/11/09) Customer Sales Representative,  
**MIGUEL ECHEVARRIA**  
(12/03/07) Customer Sales Representative,  
**MIKE ARMSTRONG**  
(07/25/11) Customer Sales Representative,  
**JEFF ROGERS**  
(07/25/11) Customer Sales Representative.



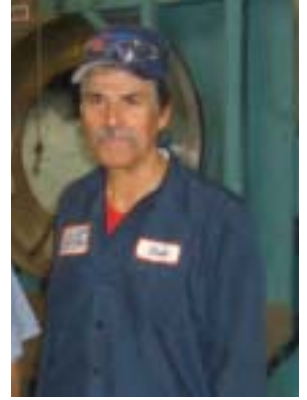
## Production Department



L-R  
**ADELA HERAS** (05/11/98),  
**LETICIA RAMIERZ** (11/20/95)  
 Working at the shirt press.



**FLOR VALDEZ** (12/05/05)  
 Organizing the clean garments.



**JUAN MOTA** (08/09/77)  
 Washer



L-R  
**ENDEINA TRUJILLO** (07/11/05),  
**MARIA BARAJAS** (02/22/07)  
 Folding aprons with a smile.



L-R  
**TRACY WARD** (01/03/05),  
**MARIA DOMINGUEZ** (03/04/13)  
 Great friends at work.



L-R  
**CECI ROMERO** (06/12/00),  
**BLANCA GARCIA** (08/23/06)  
 Working at the towel department.



### TOWEL DEPARTMENT

L-R  
**CECI ROMERO** (06/12/00), **MARIA E. GARCIA** (11/16/09),  
**LAURA ESCOBEDO** (02/24/10), **MARIA L. DE RAZO** (04/10/00),  
**ENEDINA TRUJILLO** (07/11/05), **LIDIA VELEZ DE SANCHEZ** (08/11/15),  
**MARIA BARAJAS** (02/22/07), **BLANCA GARCIA** (08/23/06).



L-R  
**MARIA E. GARCIA** (11/16/09),  
**MARIA L. DE RAZO** (04/10/00),  
 Folding the towels for the day.

## Production Department cont.



L-R  
**MARISOL LEON** (04/01/13)  
**JOSEPHINA DIARTE DE PEREZ** (08/05/15),  
**HERMANLINDA SANCHEZ** (07/21/05),  
**ANDREY ELIZALDE** (06/23/11)  
 Folding many cloth napkins using the folding machine.



L-R  
**ANDREY ELIZALDE** (06/23/11),  
**CARMEN VALDEZ** (02/21/94),  
**MARISOL LEON** (04/01/13),  
**MARIA DOMINGUEZ** (03/04/13)  
 Working with a smile at the napkin folding machine.



**DOUGLAS GUILLEN** (07/31/06)  
 About to rise on the scissor lift.



**MAT DEPT**  
 L-R  
**JORGE BUSTILLOS** (04/26/95),  
**JOSE ROLANDO** (06/19/13),  
**ANGEL ORTIZ** (08/09/13).



**MARIA SCARLETT** (09/08/98)  
 Just completed rolling the mat and now its ready for the customer.

## Stockroom Department



L-R  
**VERONICA GARCIA** (11/14/05)  
**IRENE CARRILLO** (10/22/01) Stock Room Supervisor. She has been married 44 years. Her hobbies are crocheting blankets and loves spending time with her family, grandchildren and her 2 dogs Pinky and Canela.  
**ABIGAIL DE NUNEZ** (10/22/01)  
 Working in the Stockroom.

## Distribution Department



**LUZ MADRID** (09/04/96),  
**BERTHA REYES** (08/08/95),  
**VERNICE MOTA** (01/20/14)  
 They have all the chef coats and pants ready to go for the customer.





**RUBEN NAVARRO**  
(02/28/11)  
Maintenance Supervisor



**FABIAN AGUIRRE**  
(05/09/05)  
Auto Mechanic



**GEOFF COOPER**  
(07/19/93)  
Line Driver

Ruben is from El Paso Texas. He has a degree from University of Texas at El Paso in Robotics. He still attends classes to further his education. Ruben enjoys playing racquet ball and mountain bike riding.

## C.H.A.M.P.S

### Phoenix Plant Safety Team



**Phoenix Plant C.H.A.M.P.S. Team**  
L-R

**FLOR VALDEZ**  
(01/25/05) Production,  
**MARIA BARAJAS**  
(02/22/07) Production,  
**ALEJANDRO MOTA**  
(06/06/05) Production Supervisor.  
**ORALIA REYES**  
(08/23/00) Production,  
**MARIA DOMINGUEZ**  
(03/04/13) Production.



**C.H.A.M.P.S. Meeting**

## VPP Award Winners 2013

# Phoenix Plant's Featured Customer



## **MAJERLE'S - 6 LOCATIONS** - [www.majerles.com](http://www.majerles.com)

**Downtown Phoenix** - 24 North 2nd. Street Phoenix, Arizona 85004

**Chandler Fashion Center** - 3095 W. Chandler Blvd. Chandler, Arizona 85226

**Goodyear** - 13375 W. McDowell Road, Ste. 101, Goodyear, Arizona 85395

**Old Town Scottsdale** - 4425 N. Saddlebag Trail Scottsdale, Arizona 85251

**Desert Ridge** - 21001 N. Tatum Blvd. Suite 96 Phoenix, Arizona 85050

**Flagstaff** - 102 E Route 66 Flagstaff, Arizona 86001

## **ABOUT US**

We are enjoying our 21st year in business and have been involved in many spectacular events through the years. Majerle's opened on December 2, 1992, and we are very proud of what we have accomplished in that time.

We have locations in Downtown Phoenix, at the Chandler Fashion Center Mall, in Goodyear at McDowell & Dysart, "Old Town" Scottsdale and our newest location in Flagstaff on Route '66'.

We are very excited about the continued growth of the original Downtown Phoenix location. By visiting us you are actually involved in the history of Phoenix. Majerle's is located in the oldest commercial building in the city (1891). Originally named the Fry building, this establishment has been used as a drugstore, saloon, clothing store, hat store, shoe repair store, and trading post. When the Suns built their new home just one block away, my partners and I knew the Fry Building was the location for us.

We opened our second location in 2007 at the Chandler Fashion Center Mall. If you are in the east valley, please check us out. Our Goodyear location continues to grow in a flourishing neighborhood. Our newest location in "Old Town" Scottsdale is the perfect place to have lunch, to wind down for happy hour or wind up while taking part in Scottsdale's electric nightlife!

Majerle's has been recognized with numerous honors, including:

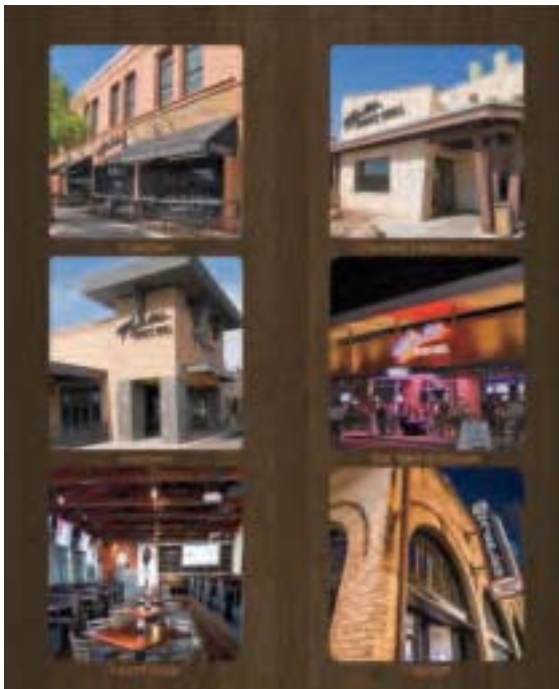
- "2009 DREAMR Award – Downtown Revitalization Effort Awards of Merit and Recognition.
- Private Sector Individual Award — Business partners Dan Majerle and A.J. Sulka
- "25 Best Sports Bars in America" (Sports Illustrated)
- "Best Sports Bar in Arizona" (Arizona Republic)
- "Best Pre-Event Downtown Dining" (Arizona Republic)
- "Best Burger in Phoenix" (AOL City Guide)
- "Best Happy Hour" (Downtown Phoenix Partnership)
- "Best Nightlife" (Downtown Phoenix Partnership)
- "Best Lunch Spot" (Downtown Phoenix Partnership)
- "Best Pre / Post Game Spot" (New Times)

Majerle's also receives a tremendous amount of media exposure on a regular basis. Nationally, Majerle's has been featured on NBC Sports, TNT Sports and ESPN's "Cold Pizza" as well as by nearly every local media outlet, including the Arizona Republic, Business Journal of Phoenix, numerous magazines, TV and radio stations.

Source: [majerles.com](http://majerles.com)







Standing in front of the Downtown Phoenix location.

L-R

**BRANDON C. CASTELLANO** (09/24/07) Sales & Service Manager,  
**KRISTI JO GALBREATH**, Majerle's Manager, Downtown Phoenix  
**RENE RUAN** (05/11/09) Customer Sales Representative, Phoenix Plant

Thank you Majerle's for letting us service all six of your locations!

## Prudential Services Majerle's with:

- Cook Shirts
- Aprons
- Towels
- Restroom Products
- Mats and more!



Majerle's employee ready to work in their cook shirts and aprons from Prudential!



Majerle's places our floor mats in heavy traffic areas to keep the floors clean.



Custom floor mats when entering another area at the bar.



Bar mops are used many times at the bar to clean up those food drink spills.

# Meet the Prescott Service Center Team

## History of the Prescott Service Center

Year Opened:	1991
Current Number of Employees:	10
Current Number of Routes:	6



**STEVE HERNANDEZ**

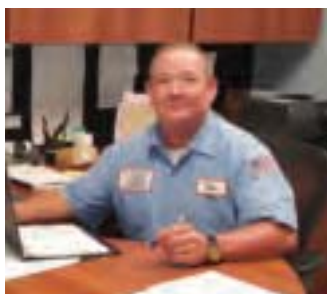
(08/20/01)

Service Center Manager, District 3

Steve started with Prudential in 2001 as a Corporate Sales Representative. He was promoted to Service Center Manager in 2007. Steve and his wife, Sally have been married for 24 years. They have three kids, Sara, Danelle, & Steven and a grandson named PJ. Steve enjoys coaching and playing all sports with his friends and family.



—Route Manager ——— Corporate Sales ————— Line Driver ———

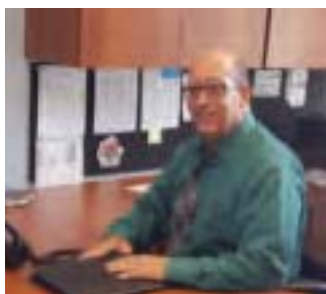


**TOM CHMIELEWSKI**

(12/01/98)

Route Manager

Tom joined the Prudential Team in 1998 as a CSR. In 2012, Tom was promoted to Route Manager of the Prescott Service Center. Tom enjoys spending time with his Family, wife Bette and daughter Roberta. Tom also is a US Navy Veteran of Operation Desert Storm.



**ED SMITH**

(09/05/95)

Corporate Sales Representative

Ed joined the Prudential Family in September 1995 with 10 years of industry experience. Together with his wife Bonnie they have 7 kids and 2 grandchildren that keep their world spinning. Ed & Bonnie love to travel and share many hobbies and outdoor activities together.



**GEOFF COOPER**

(07/19/93)

Line Driver

Geoff joined Prudential in 1993 as a CSR. His first truck was 282. Geoff married his wife, Jamie, 5 days after starting at Prudential. She wouldn't marry him until he had a job in the Prescott area. Geoff became the Line Driver in 2005. He enjoys Driving the Semi and Getting the opportunity to Help out other plants when needed. Geoff is active in his Church as an Usher and sings in a Choir. He enjoys Riding his mountain bike and spending time with his Wife and Family.



## Customer Sales Representatives



**ERIC MEVISSEN**  
(01/06/09)  
Customer Sales Representative



**THOMAS ANGLIN**  
(01/10/11)  
Customer Sales Representative



**JOSH LEWIS**  
(07/29/09)  
Customer Sales Representative



**OWEN MAYOTTE**  
(05/18/09)  
Customer Sales Representative



**MARK VAN DYKE**  
(07/02/07)  
Customer Sales Representative



**JOHN HOLLIDAY**  
(04/30/12)  
Customer Sales Representative

## — Prudential Overall Supply Receives VPP STAR Site Recognition — for its Prescott Valley, AZ Location

The Arizona Division of Occupational Safety and Health Consultation Department presented Prudential Overall Supply with its VPP Designation on Wednesday, Oct. 28, 2015.  
See Page 21 for more information and photos of the event.



**THE B.A.T.S. SAFETY TEAM HANGING THE VPP FLAG**

L-R  
**STEVE HERNANDEZ** (08/20/01) Service Center Manager,  
**JOSH LEWIS** (07/29/09) Customer Sales Representative,  
**THOMAS ANGLIN** (01/10/11) Customer Sales Representative,  
**GEOFF COOPER** (07/19/93) Line Driver,  
**TOM CHMIELEWSKI** (12/01/98) Route Manager,  
**ERIC MEVISSEN** (01/06/09) Customer Sales Representative,  
**JOHN HOLLIDAY** (04/30/12) Customer Sales Representative,  
**MARK VAN DYKE** (07/02/07) Customer Sales Representative.



**SAFETY PROGRAM BANNER**

# Prescott's Featured Customer



## MAZATZAL HOTEL & CASINO • 'Magic In The Mountains'

mazatzal-casino.com  
800-777-PLAY

Highway 87, Mile Marker 251 • Payson, Az 85541  
Mailing: PO Box 1820 • Payson, Az 85547

## ABOUT US

### TONTO APACHE TRIBE

The Tonto Apache Tribe has inhabited this area since long before Payson existed. A hardy and determined group of people who refused to be driven out in the classic Indian Wars of the 1800's, the Tonto Apaches, under the guidance of Chief Milton Campbell, worked hard to acquire the present reservation land in the 1970's.

The Tonto Apaches have long strived to retain their proud heritage while educating themselves and working to improve living conditions and opportunities on the reservation.

With the construction and opening of the Mazatzal Hotel & Casino, the Tonto Apaches have found themselves in a position to greatly improve their quality of life, school, health and business opportunities, and to contribute significantly to charitable causes in Payson and the surrounding Arizona Rim Country area.

### Enjoy The Suite Life

The Mazatzal Hotel will exceed your expectations with modern charm. The superior quality is evident throughout the rooms with tile and granite, comfortable furniture, plush bedding, and large flat screen televisions in the sitting room and separate bedroom area. Other amenities include a refrigerator, coffee and wet bar, Wi-Fi High Speed Internet, additional sleep area with pull out bed, and the space you need to really stretch out.  
It's A Suite Deal



While you are a guest at our beautiful hotel, enjoy a refreshing swim in the pool area or sink into the soothing Jacuzzi and let the day slip away. The private balcony outside the pool offers a nice view of the Mazatzal Mountains and rejuvenates the spirit.

### Our Suite Staff Will Pamper You

The smiles are genuine when you visit our hotel and casino. You will be greeted by a friendly face and treated like royalty throughout your stay. We appreciate our customers and care about your needs. We put the "accommodate" in the word "accommodations."  
It's Time To Make A Suite Choice

The Mazatzal Hotel is the perfect choice if you want to feel at home while you are away and be only a few short steps away from the excitement of a casino, fun, entertainment and great food.



Source: mazatzal-casino.com





Mazatzal and Prudential team standing proud.  
L-R

**MIKE KITTS**

Food & Beverage Manager, Mazatzal

**TOM CHMIELEWSKI**

(12/01/98) Route Manager, Prudential

**CHRIS MCKIM**

Sous Chef, Mazatzal

**BUD BONNEWELL**

Director of Shipping & Receiving, Mazatzal



Beautifully presented banquet table using Prudential linens.



Mazatzal's chefs wear the 10 button chefs coat and look great!

**TOM CHMIELEWSKI**

(12/01/98) Route Manager, Prudential Overall Supply

**CHRIS MCKIM**

Sous Chef, Mazatzal



L-R

**DARLA HARGER**, Banquet & Conference Coordinator

**TOM CHMIELEWSKI** (12/01/98) Route Manager, Prudential Overall Supply



Mazatzal's catering team really know how to use Prudential's napkins to make a statement at the table!



Linens organized nicely in the linen supply room.

# Prudential News

## Prudential to Acquire Coyne Textile Services Southeast Locations

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### The Announcement

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Prudential Overall Supply, an industry leader in reusable image work apparel and related textiles, announced that at a hearing on October 29, 2015, the Bankruptcy Court approved Prudential's acquisition of the two Southeast locations from Coyne Textile Services. The parties are awaiting entry of the Bankruptcy Court's formal order and then will proceed towards transition and closing under the acquisition agreement. The acquisition will put Prudential's industrial laundry rental services team into seven additional states and Washington DC; Alabama, Georgia, Maryland, North Carolina, South Carolina, Virginia, West Virginia and Washington DC.

Tom Watts, President of Prudential Overall Supply, says, "We are excited to offer Coyne Textile Services customers the best possible service experience. The depth and experience of our service team along with our product and service offering will help us meet this goal."

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### Welcome to Atlanta

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A picture is worth a thousand words!!!

With the Prudential sign up by the building it give the employees the confidence that we are staying!

We have put our "stake" in the ground!



#### **DOUG GEER**

Retiree,  
Former Director of Fleet  
at the Corporate Office.  
Doug came out of  
retirement for a short  
time to help with the  
transition.

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### First Two Trucks on their Way!

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Team: **TOM ORR** (04/14/14) Senior Fleet Manager reported this afternoon: "First two trucks are on the way. Should arrive in Atlanta Tuesday" Thanks Tom!

These represent the first two Prudential industrial step vans ever to set "foot" out East. The existing plants offered them up so their soon new sister plant has some decent rolling stock to start out. THANKS!!! In total we are shipping 21 vehicles, including step-vans, bobtails, tractors and trailers out East. By December 7th, we will start out with 24 new industrial routes, covering 6 more states. We will be adding an entire large industrial plant in Virginia, with Service Centers in Atlanta, GA; Greenville, SC; Raleigh NC; Winchester, VA; and Beckley, WVA. Over 100 new folks will have jobs with Prudential. When you meet them in the future and work with them, please welcome them on board!!

These new locations complement our growing Richmond Cleanroom Plant and its Service Centers in Boston and Jacksonville. I mention this because without the super strong growth at Richmond Cleanroom, this would NOT have been possible.

Thanks to everybody for making it happening! Thanks to your strong contributions, Prudential is healthy and will be here supporting us and our families for many, many more years.

Respectfully,

**STEFAN SCHURTER** (10/26/92) Senior Vice President



# Prudential News - Acquisition

## The Transition



The transition is moving along well and we appreciate all the support from all over the company. Not only the employees who have volunteered to come back east now and in the to support the acquisition but also everyone supporting us by picking up the extra work duties of those employees and the support from everyone at the corporate level!

The above photo is Coyne employees (Production, Office, Sales & Service and Maintenance) who are working extremely hard to keep all of our future customers on board. They got together and wanted me to share this message with you all. Yes, it is you all. There are many more current Coyne employees in all departments here and in several other places back in the southeast doing the same thing. It is hard to herd them together because their focus is to service and secure the customer base for Prudential Overall Supply. Three days in and they have not lost ONE customer!

Thank you!

**RON BAUBLITZ** (09/19/94) General Manager, Carson Plant  
Transitional Manager for the acquisition

## The Design & Planning

Based on meetings and discussion, we have updated the building design and model. The attached is the package that we will be submitting to the city for planning review. In order to meet the December 2016 start-up date, we proceed into the Design Development phase concurrently with the city planning process.

Even as we continue to tweak the design a little, we thought you like to get a glimpse into the newest 65,000 sqft Prudential plant, with space and design to expand to over 100,000 sqft, this has the potential to be Prudential's largest plant. The all in-closed docks are a tribute to our mission of providing safe and clean workspaces, especially in harsher climates.

In addition, today we start the relocation process of one of the Coyne's Plants in Greenville, SC, (their largest at 100,000 sqft, and newest) part of our acquisition scheduled to close Dec 4. This will provide less than 10 year old boiler room and mechanical process equipment for New England, reducing the construction cost of our new plant by over \$1 million.

Thanks to the entire Engineering & Ops team for making this possible! We only have 5 weeks to relocate the entire production to another state, then close and remove the entire plant's equipment from South Carolina and while I have a tendency to take it for granted by now (my apologies), reality is few laundry companies could handle this. Yet, I know our teams do it seamlessly and transparently, financially reasonable, in a first class manner. I have absolutely no doubt that by Dec 4, we will have removed everything of value and will leave nothing behind!

Thanks guys, Well done!

**STEFAN SCHURTER** (10/26/92) Senior Vice President

## A Heartfelt Thanks



**RON BAUBLITZ**  
(09/19/94)  
General Manager,  
Carson Plant  
Transitional Manager for  
the acquisition

Dear Ron,

Your presence will be sadly missed here at Carson.

This afternoon I walked the dock and Aurelio wanted to speak with me. He just wanted to express his history working with you and how appreciative he was of you. I enjoyed hearing the whole history. The days he worked with you in Cerritos - he always thought you were a great guy. Aurelio took pride in telling me he personally calmed all the CSRs nerves before you took the job at 04. Some employees were nervous a new GM was taking over, but Aurelio let them know Ron is "number 1" and to not be nervous - "Ron takes care of his people". Aurelio thinks the world of you Ron.

Aurelio must have convinced the CSRs you are a great leader, because yesterday I saw a rare CSR event. After you dropped the bomb of your departure and told the CSRs the meeting was over, they stayed seated and an eerie silence came over the room. Nobody wanted to leave the room. The silence says everything. I know they will miss you.

Today, your production team shed tears when you made the announcement - Everyone was happy to hear of your move, but everyone was sad to hear of your departure. Many employees approached me stating how much they enjoyed working with you. I saw your managers trying to hold back their tears.

You influenced and affected a lot of these employees Ron. Your team misses you already.

Sincerely,

**JOHN CLARK** (08/31/09) Regional Manager

# Prudential News - Acquisition

## Colonial Heights is READY!

It was an adventure today but the Coyne sign is gone. The lift was finally dug out after getting it stuck. Leonard will have the sign painted within the next two weeks. The inside is organized. We have filled all four days of the next weeks of flat goods. We have two days of stock route ready after Monday. Day 4 will be shipped Tuesday along with day 3 and 4 garments. Invoices generated. Kick-off set for Monday at 5:00 a.m. Catered breakfast, pictures, Starbucks cards. All the Service Centers are in the same status. Looking forward to a lot of kick-off pictures and happy new POS employees and customers!

Thanks for bringing us EAST!

**RON BAUBLITZ** (09/19/94) General Manager,  
Carson Plant, Transitional Manager for the acquisition



## Another Heartfelt Thanks



**BRAD SCHACHERL**  
(05/07/12) Assistant  
General Manager,  
Austin Cleanroom Plant

November 25, 2015

Dear **MIKE BLAZEK** (05/21/90) General Manager,  
Austin Cleanroom,

I wanted to thank you and personally recognize Brad for his recent participation in the Coyne Acquisition. He truly represented the spirit of leadership and support to enable the closure of the Coyne Greenville plant into the remaining Colonial Heights Plant.

I assigned Brad with the critical task of ensuring load accuracy and completeness in an environment where the demand and needs of the plant were constantly in a state of change. There were numerous timing, logistics, routing, and systems related issues that impacted the

plant which in turn would have created certain retention issues with our customers. Brad organized his team and executed processes to ensure accurate and complete loads were being sent to 6 locations. All of this amidst significant amount of construction work, a 90 stop reroute, and holiday schedule being conducted during our startup week.

It was truly a great pleasure to see him lead in support our vision of growth on the east coast. Please extend my sincere gratitude to Brad for a job well done.

I hope to see him again soon in support of the acquisition and other important initiatives we undertake.

**DAVID RADMILOVICH**  
(11/18/13) Senior Director of Production



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## Prudential Finalizes Acquisition of Coyne Textile Services Southeast Locations

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Prudential Overall Supply, an industry leader in supplying image work apparel and related textiles, today announced that it has finalized the acquisition of two Southeast locations from Coyne Textile Services. The acquisition expands Prudential's industrial laundry rental service locations into five additional states: Georgia, North Carolina, South Carolina, Virginia and West Virginia. Prudential's service territory will also reach into Alabama, Maryland and Washington DC.



Colonial Heights had a kick-off celebration with a catered breakfast, pictures, and Prudential promotional giveaways. **Finally....HAPPY NEW POS UNIFORMED EMPLOYEES AND CUSTOMERS!!**

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### And ... Another Heartfelt Thanks

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*We would like to extend a huge thank you to EVERYONE that had a hand in the preparation and transition to make this acquisition possible! Each and everyone of you contributed your time on this project and it was worth it! This really shows your leadership and dedication towards our Prudential family. We welcome the new employees to our family and wish for much success in the future.*

*Mr. John D. Clark would be proud!*

*THANK YOU!*

# Aaron's Safety Corner



**AARON M. ELBERSON**  
(02/07/11)  
Customer Sales Representative  
Safety Coordinator

Happy Holidays from the Corporate Safety Department. We would like to wish all Prudential Overall Supply and Prudential Cleanroom Services' employees a safe and happy Holiday Season. As the end of 2015 draws near we would like to thank and honor all POS/PCS employees for working to improve the safety in their locations and consistently striving to protect their coworkers from injuries.

In 2015, several locations achieved outstanding safety milestones rarely seen in our industry. The Prescott Valley Service Center became the first service center in the company to achieve VPP Start Status. Congratulations to Jon Anglin and his team for making it happen and Steve Hernandez and Zach Guilds for all their support. Great Job!

The Milpitas Cleanroom celebrated 365 Day without a recordable incident and is still going strong. The Portland Cleanroom celebrated 300 days incident free and are closing in on 365. Tucson celebrated a huge milestone making 180 days and is also nearing 365 days incident free. These are just some of the amazing things happening within the organization. Of course, none of this would have been possible without all the hard work and dedication of our employees. As 2015 comes to a close, let's reflect on all the great memories and achievements of all our wonderful employees, and get ready for an even better 2016!

Happy Holidays!

## Milpitas Cleanroom Went 365 Days Incident Free!

The Milpitas Cleanroom team accomplishing 365 days without a recordable incident. Actually, the Milpitas Cleanroom team has now exceeded 400 days and are marching together towards another banner Safety year in 2015.



Safety luncheon at the Milpitas Cleanroom Plant celebrating 365 days without an incident. Way to go S.P.A.R.K. Safety Committee!



Portland Cleanroom Plant Went 300 Days Incident Free! Great Job!



Tucson Plant Went 180 Days Incident Free! Better Than Last Year!



# Prudential Overall Supply Receives VPP STAR Site Recognition for its Prescott Valley, AZ Location



Each Plant and Service Center have a safety team name. Prescott has chosen to be the B.A.T.S. and they are 'Breaking Attitudes Toward Safety' Great name Prescott!



L-R  
**ALEX ROMERO**, Town of Prescott Valley,  
**HARVEY SKOOG**, Mayor of Prescott Valley,  
**LORA LEE NYE**, Town Council Member,  
**MARTIN GROSSMAN**, Town Council Member,  
**TOM CHMIELEWSKI** (12/01/98) Route Manager,  
**ZACH GUILDS** (08/27/07) General Manager, Phoenix Plant,  
**ERIC MEVISSEN** (01/06/09) Customer Sales Representative,  
**GEOFF COOPER** (07/19/93) Line Driver, Prescott Service Center,  
**MARK VANDYKE** (07/02/07) Customer Sales Representative,  
**STEVE HERNANDEZ** (08/20/01) Service Center Manager,  
**THOMAS ANGLIN** (01/10/11) Customer Sales Representative,  
**JESSIE ATENCIO**, Assistant Director of ADOSH.



The tables are all set and the truck as the backdrop makes a powerful display inside the Prescott Service Center.

The Arizona Division of Occupational Safety and Health Consultation Department presented Prudential Overall Supply with its VPP Designation on Wednesday, Oct. 28, 2015. The Arizona Division of Occupational Safety and Health (ADOSH) Consultation Department presented Prudential Overall Supply, with its "STAR Site" designation through the Voluntary Protection Program, "VPP." Companies and jobsites that are awarded the STAR designation demonstrate exemplary and comprehensive safety and health management systems.

ADOSH held a VPP Ceremony at the Prescott Service Center, where Prudential Overall Supply was awarded the STAR designation and presented with the VPP plaque and flag. During the ceremony, Jessie Atencio, assistant director of ADOSH, spoke on the significance of a VPP achievement and its importance to the State of Arizona.

"This is the second time Prudential Overall Supply has been recognized with the STAR designation. It's so important for companies to receive this recognition because they become the model for top safety in the workplace," said Atencio. "Prudential Overall Supply really is a STAR site when it comes to factoring in the health and safety of every employee on the team." VPP is the Occupational Safety and Health Administration's (OSHA) highest program of recognition across the United States. It recognizes employers and workers in private and federal workplaces who have exemplified effective safety and health management systems to achieve injury and illness rates that are more than 50 percent below the national average.

To qualify for VPP status, employers must submit an application to OSHA and undergo an onsite evaluation by a team of safety and health professionals. VPP participants and sites earning the "STAR Site" designation are re-evaluated every three to five years in order to remain in the program. VPP participants are exempt from OSHA programmed inspections while they maintain their VPP status.

Currently, only 38 Arizona companies out of more than 135,000 are VPP "Stars."

## About ADOSH

Arizona Division of Occupational Safety and Health (ADOSH) operates under an approved plan with the U.S. Department of Labor to retain jurisdiction over occupational safety and health issues within Arizona, excluding mining operations, Indian Reservations, and federal employees. This jurisdiction encompasses approximately 2.1 million employees and 130,000 public and private establishments.



The Council Members are thanking the Prescott Service Center for becoming a qualified VPP member.



L-R  
**JESSE ATENCIO**, Assistant Director of ADOSH presenting the VPP plaque to **THOMAS ANGLIN** (01/10/11) Customer Sales Representative who is in charge of our VPP program at the Prescott Service Center.

# ISO Certification Update

## UPDATE: Prudential Cleanroom Services received ISO 9001:2008 ISO Re-Certification.

The scope of the certification pertains to Providing Cleanroom Apparel and Other Contamination Control Products and Services for use in Controlled Environments. The scope of certification is applicable only to the Cleanroom Services division Processing plants and excludes the Industrial Services division and Cleanroom Service Centers.



Prudential Cleanroom Services, a world leader in cleanroom laundry service systems, today announced that it has completed ISO 9001:2008 re-certification through TUV SUD America, Inc. Prudential has implemented a Quality Management System in accordance with: ISO 9001:2008. This certification applies to Prudential's corporate headquarters and its national network of six cleanroom laundry processing facilities located in Los Angeles and Milpitas, California; Mesa, Arizona; Austin, Texas, Richmond, Virginia and its newest facility in Portland, Oregon. The scope of this Quality Management System includes providing cleanroom apparel and other contamination control products and services for use in controlled environments.

"The entire organization is extremely proud of the cleanroom division's ISO 9001:2008 certification. This reinforces Prudential's ongoing commitment to providing Best-in-Class quality products and services," comments Tom Watts, president of Prudential Overall Supply. The Company's Quality Management System received its initial certificate of registration to ISO 9000:1994 in March 2000.

About Prudential: Prudential Cleanroom Services is a division of Prudential Overall Supply. Since 1960, Prudential Cleanroom Services is recognized as a world leader in cleanroom laundry processing services. Prudential's network of cleanroom laundry services extend throughout the United States and Puerto Rico.

Team,

Good News: Yesterday we received word Portland, Plant 60, < 2 years old, successfully passed its initial ISO 9001-2008 Audit. We are very proud of this achievement! It shows it can be done in a year. Great Job everybody and congratulations to the entire plant 60/10 teams and corporate staff making it a reality!!

This completes Prudential Cleanroom Services and brings the plant count to 6, plus corporate. Great Job!!!

Will we stop here? No chance!

Our brand new DC (Distribution Center in Cerritos, Ca), Plant 07, will be added to the list of certified plants next year. I am convinced. David Ruiz and team is already working with his new staff on CPP's, WI (Work Instructions), and training, thus building the structure and frame work for a successful future. Dianne and Rose are a huge help and their guidance and support is very much appreciated.

One year later in 2017, the company selected Austin Industrial as the initial industrial plant for ISO certification. While we all understand that much has to take place between now and our first successful industrial registration, anybody who knows Mike Blazek, supported by a fantastic, highly educated and motivated staff has no doubt the Austin team will meet the challenge. Austin has been Cleanroom ISO certified for many years, passing with exemplary record, their expertise and knowledge of quality systems and processes runs deep.

We appreciate all the contributions from all of you to further strengthen our organization. While many tools are out there, the company's vision many years ago to invest in the ISO process has strongly contributed to "forcing" us to improve systems, training and documentation, all part of a Best in Class organization.

Congratulations again to all of you supporting our quality systems, your efforts show strongly!

**STEFAN SCHURTER** (10/26/92) Senior Vice President, Corporate Office



# Training

## 2015 Maintenance Supervisor's Seminar



Well another year has come with a very successful "2015 Maintenance Supervisor's Seminar".

I am very pleased with the turn-out of all attendees and presenters.

I want to especially thank the Riverside team for all their hard work in making us feel welcomed and "at home"

**DESIRAY YARBROUGH** (11/10/14) Office Manager,  
**MARK ELBERSON** (02/16/88) General Manager, and  
**DAVE HARDER** (03/23/92) Maintenance Supervisor.

Thanks to **Brian Bash** for the great training to allow us to be certified for "Arc Flash Procedures" that could save lives and prevent injuries.

Thanks to **Martin Pharis** and the staff at C.L.M. for the great hands on training, lunch, class room training provided on a very long day Thursday.

Thanks to **Dennis McGrath** and **James Miller** with Swepeco for getting us back on track with preventive lubrication standardization.

Thanks to my Staff and others that presented and helped make this a successful meeting.

A big thanks to Prudential Management for allowing all of us to be trained so we are a safer group of professionals.

Finally thanks to the Maintenance Supervisors for taking the time out of their busy week to be a part of this.

See you next meeting.

**LEONARD LEE MCALLISTER SR.**  
(08/06/07)  
Senior Director of Engineering

### MAINTENANCE SUPERVISORS

#### FRONT ROW L-R

**RUBEN NAVARRO** (02/28/11) Phoenix Plant,  
**STEPHAN VOROS** (12/03/90) Corporate Office,  
**PATRICK TULLY** (02/06/12) Mesa Cleanroom,  
**TY LY** (08/28/13) Fresno Plant,  
**LEONARD MCALLISTER** (08/06/07) Senior Director of Engineering, Corporate Office,

#### BACK ROW L-R

**LEE VENG** (02/23/04) Richmond Cleanroom Plant,  
**RUBEN CASTILLO** (05/14/12) Albuquerque Plant,  
**CHRIS BENDER** (03/16/15) Vista Plant,  
**HERBERT GUTIERREZ** (06/30/14) Austin Cleanroom Plant,  
**JESUS FAVELA** (10/10/11) Los Angeles Plant,  
**RICARDO PELAYO** (02/27/79) Milpitas Industrial Plant,  
**DERK ANDERSON** (04/03/14) Mesa Cleanroom Plant,  
**RICHARD DAMITIO** 05/31/94) Tucson Plant,  
**LUIS GONZALES** (04/30/12) Irvine Plant,  
**TOM CHAN** (03/23/89) Corporate Office,  
**DAVE HARDER** (03/23/92) Riverside Plant,  
**BILL BREWER** (11/21/14) Milpitas Cleanroom Plant,  
**MARCELINO RIVERA** (01/31/95) Regional Maintenance Engineer, Corporate Office,  
**BENI HOLGUIN** (08/13/12) Carson Plant.

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## Tuition Reimbursement Reminder

### **Purpose:**

*People are our most important asset. As part of our Mission Statement, we are committed to excellence in "Developing all employees to achieve their full potential." The Tuition Reimbursement Program assists individual employees in their development.*

- Must be full time regular employee
- Employees regularly scheduled to work 30 hours or more per week are considered full time employees for the purpose of this policy.
- Must have six months continuous employment prior to the start of the course or training.

### **Eligible Expenses:**

- Tuition fees, registration, enrollment fee, books, materials, etc.

### **Dollar Limit:**

- There is a limit of \$4,000 per year.

### **Encouragement:**

- Employees should be encouraged to take classes or tests for high school graduation or the GED.
- Employees should be encouraged to take English as a Second Language classes.

### **Advance Approval Required:**

- The employee must apply to the General Manager and have the application to the Vice President of Human Resources at the Corporate Office at least two weeks prior to the first day of any course or training.

### **Application:**

- Complete Application for Tuition Reimbursement, Form 10064.
- Refer to CPP 24.10 for full details.

# Training Continued

## PSS Training Sessions

PSS - Professional Sales Skills' Achieve - Global Training Program & Certification  
For All Corporate Sales Representatives (CoSR) and Account Executives (AE).

### PSS Training Session 14 - San Diego



L-R

**BILL EVANS** (08/20/07)

District Sales Manager, Corporate Office,

**SALVINO LEWIS** (05/18/15)

Corporate Sales Representative, Carson Plant,

**SCARLETT STREHLOW** (05/26/15)

Corporate Sales Representative, Las Vegas Service Center,

**MATT SEXTON** (06/01/15)

Service Center Manager, Las Vegas Service Center,

**JASON SILLS** (10/27/14)

General Manager, Albuquerque Plant,

**DEAN KILLION** (03/06/95)

Director of Sales, Corporate Office,

**MIKE BLAZEK** (05/21/90)

General Manager, Austin Cleanroom Plant,

**NIRAN ETLANTUS** (05/26/15)

Corporate Sales Representative, Albuquerque Plant

**RYAN HULL** (04/06/15)

Corporate Sales Representative, Los Angeles Plant

**JUAN JOHNSON** (07/14/14)

General Manager, Mesa Cleanroom Plant

**MARK WILLIS** (08/09/04)

General Manager, Los Angeles Plant

### PSS Training Session 15 - West Sacramento



L-R

**JOE SHARMA** (09/04/06)

General Manager, Milpitas Cleanroom

**KENNY ANDERSON** (07/06/15)

Corporate Sales Representative, West Sacramento Service Center,

**MARC O'LEARY** (12/07/77)

Regional Vice President, Corporate Office,

**MARC RYAN** (07/06/09)

General Manager, Richmond Cleanroom Plant,

**RICHARD HEICKSEN** (08/17/15)

Corporate Sales Representative, Phoenix Plant,

**SASHA TALAMANTES** (08/10/15)

Corporate Sales Representative, El Paso Service Center,

**CASEY STARR** (03/19/12)

Assistant General Manager, Richmond Cleanroom Plant,

**TEBYTHA CHAN** (09/08/15)

Corporate Sales Representative, Las Vegas Service Center,

**ANDY JARNAGIN** (06/15/15)

Corporate Sales Representative, San Antonio Service Center,

**RAFAEL SANCHEZ** (12/07/09)

Assistant General Manager, Denver Service Center,

**MICHAEL MADAYAG** (09/14/15)

Account Executive, Milpitas Cleanroom Plant,

**ROBERT BOSSARDET** (08/23/10) District Sales Manager, Fresno Plant,

**BILL EVANS** (08/20/07) District Sales Manager, Corporate Office.



## New Assignments & Promotions in the Company



**ROSA VASQUEZ** (01/28/08) promoted to General Manager of our Milpitas Industrial Plant. Rosa has an extensive background in all aspects of the laundry industry, both on the industrial side and the cleanroom side. Rosa joined Prudential in January 2008 as an Account Executive and then was promoted to Assistant General Manager in the Los Angeles Cleanroom plant and then making the transition to the Moorpark Industrial plant as the Assistant General Manager. Rosa has proven herself as a successful leader in such a short amount of time that she has earned the chance to take the next step and assume the added responsibilities of a General Manager in her own plant. We know that she'll be equally successful there. She is a proud mother of two, Daniel and Kevin and is now enjoying her life living in the Bay Area. Congratulations Rosa!



**JOE PERRY** (08/25/08) promoted to Assistant General Manager at the Moorpark Plant. Joe started as a CSR in Irvine then transferred to Carson and then back to Irvine where he was promoted to a Route Manager, and soon after, to a Sales & Service Manager. Joe took over the Las Vegas Service Center about a year and a half ago and has improved Business Retention by almost 20%! Under his leadership, his CSR's have had zero accidents, met their SOP goals and his AR percentage has decreased 11%! Born in Castro Valley, Joe has spent most of his life in Orange County. Although he enjoys the local discounts in Las Vegas, he was happy to be returning to Southern California. Joe spends his free time pushing his limits in various Spartan Races across the country where he competes in 12+ mile races complete with over 25 obstacle courses (no wonder these races are called 'Beasts!'). Congratulations Joe!



**CASEY STARR** (03/19/12) was promoted to Assistant General Manager at the Richmond plant. Casey moved from Richmond down to Jacksonville to open up our newest service center last year and has done a great job with that facility. With all the added growth in Richmond we have found a need to add to the depth of our roster and have Casey move back up to Richmond to assist with all the growth we are experiencing. This move allowed Casey to continue growing with the company and also brought him back to Virginia where his family lives and close to his Virginia Commonwealth University roots where maybe he can help push the Rams back to the sweet 16 during this next March Madness run. Congratulations Casey!



**STEVEN CLARKE** (11/07/14) was promoted to Service Center Manager at our Sacramento location. Steven has been with Prudential for a short time, however in that time, he has been instrumental in leading the team, can often be seen on Route Observations, and has saved several accounts from defection. He is a Marine Corps veteran, honorably discharged in January 2012 as an E-5 Sergeant. He began his career at Prudential as a Route Manager in Sacramento and spent that time getting to know all of the accounts and routes out of the Service Center. He looks forward to the increased responsibility and has plans for growth and increased customer retention! Born in Sacramento, Steven has spent most of his life in that area. While in the Marine Corps he was stationed in San Diego, California and completed training all around the country. He has two amazing little boys and his wife is expecting their third child. They enjoy soccer, travel and are very interested in health and fitness.



**MATT SEXTON** (06/01/15) promoted to Service Center Manager at the Las Vegas Service Center. Matt started with us as Corporate Sales Representative. Matt is a graduate from Colorado Mesa University, obtaining his B.A. in Business Management. While playing football in college he was the starting offensive guard for the Mavericks. Matt comes to us with experience in the industry. He also was a Front Door Host at Rumjungle Nightclub inside Mandalay Bay (In other words he was a bouncer). Matt's father, Mike, is currently a Corporate Sales Representative at Prudential's Denver, CO location. In Matt's free time, he enjoys fishing and anything to do with sports, with his favorite teams being the Raiders, Lakers, and Angels. Matt is looking forward to working with his team in Las Vegas.



**RICHARD SAN ROMAN** (07/06/15) has been hired as the Irvine Plant Superintendent. Richard, a Southern California native, has been married for 34 years and is a father of three. He comes to Prudential with years of experience in supply chain, logistics, and manufacturing management. His interests include golf and antique shopping with his wife. We are excited to have him join the Irvine team and look forward to his contributions as we continue to work towards OAA this year!

## New Assignments & Promotions in the Company



**KG LEE** (09/16/02) transferred to the Milpitas Cleanroom Plant as the Senior Sales & Service Manager. His time, effort and energy at the Milpitas Industrial Plant was greatly appreciated and we know that the Milpitas Cleanroom Plant will be stronger with his presence there.



**DANNY FRANCO** (10/14/15) hired as a Sales & Service Manager at the Albuquerque Plant. Danny comes to us with over 30 years of restaurant management experience. His experience includes Texas Wings as an area director, Lupe Tortilla as a managing partner, and Carrabba's as a managing partner. Danny is eager to begin learning our business and using his management skills to achieve success! Danny has a family of five and loves all things outdoors fishing, boating, hiking, and windsurfing. He went to the University of Houston and studied stenography.



**LANCE ORTIZ** (12/10/12) was promoted to Sales & Service Manager at the Fresno Plant. Lance started as a Utility Customer Sales Representative in Albuquerque. After consistently achieving at least 6 of 7 SOP's, doubling this route in volume and obtaining a \$27.29 sales average, he was soon promoted to a Route Manager. Before Prudential, Lance worked for a local linen company for 4 years. Born in Silver City, Lance has spent most of his life in New Mexico. He left for a short time to live in Michigan where he met his wife of 12 years, Lauren. Together they have two little girls, aged 3 years and 9 months. An active family, the four of them spend their weekends at the pool, park and going on hikes.



**MIGUEL MONTOYA** (05/05/14) promoted to Sales & Service Manager at the Moorpark Plant. Mike previously worked in our industry for 22 years. Then worked in the bread business for about 4 years. Mike just re-married about three years ago to Dinah. They have six kids together, and have five grandchildren. Mike enjoys outdoor activities, softball, camping, fishing. Most of all he loves to BBQ for his family on the weekends.



**DARRELL ROBBINS** (05/12/15) hired as the Plant Manager at the Los Angeles Cleanroom Plant. Darrell is originally from Arkansas and moved to California with his wife 34 years ago. Since then, he is now a father of five. Darrell has spent the last 20 years managing Safety, Production, and Quality Departments in the Defense/Aerospace industry. His interests include mentoring a high school age all girls robotics team. The team competes in the First Tech Challenge events held throughout Southern California. With his background in safety, production, and quality, we know that he can contribute to our goal of continuous improvement!



## New Assignments & Promotions in the Company



**JAKE MOORE** (08/31/15) has joined the Mesa Cleanroom Plant team as our new Production Manager. Jake loves working with people and diverse groups. He has held positions in management, sales, government, and human resources making connections with various employees and customers along the way. Jake graduated from Utah Valley University with a BS degree, and Utah State University with an MBA. While attending university he discovered an enjoyment of problem solving and finding innovative ways to improve processes. After participating in a Lego productivity project in college he shared the experience at a management meeting for the region as an ice breaker to get new groups working together. Jake has been married to his Jr. High sweetheart for 15 years. They have one son and love camping, hiking, and road trips. He volunteers with the Boy Scouts for an extra camping opportunity each month.



**MARK MATHEWS** (10/03/11) has been promoted to Maintenance Supervisor at the Irvine Plant.



**ANDREW HERRERA** (09/29/15) hired as Utility Driver at the Moorpark Plant. Andrew and his girlfriend Jackie have two daughters. One 2 years old and a new born of 3 months. On Andrew's free time he enjoys playing baseball and having movie nights with his family.



**DANA HUSSEY** (07/26/04) has been promoted as the Moorpark Plant Office Manager. Dana has stepped up to the plate by showing the eagerness to learn office manager duties. Dana is not shy asking for help and we appreciate the other plants that she has contacted for help. Terrific team work POS family! In Dana's free time she likes to travel to new places with friends. Dana's ultimate dream vacation is to travel to Australia and when she is not working spends time with her family and friends.



**BRIAN COLE** (08/11/94) has become a Corporate Sales Representative at the Moorpark Plant. Brian is excited to be apart of the Moorpark AKA FresMoor Team! He started with Prudential as a Customer Sales Representative in 1994 in Moorpark and has had a successful over 20 year career in other positions as Route Manager, Sales & Service Manager, Regional Route Sales Representative, District Sales Manager and Corporate Sales Representative. On weekends he donates his time at events to help support our troops and likes to spend his free time with his better half Angela and his four legged friend Taz.



**NIRAN ETLANTUS** (05/26/15) hired as a Corporate Sales at the Albuquerque Plant. Niran comes to us with many years of managements experience with Panera Bread. He has three daughters and loves to spend time with his family as much as possible.



**MICHAEL MADAYAG** (09/14/15) has been hired as the Account Executive for Milpitas Cleanroom. Michael comes to us with multiple years of sales experience in the Laundry Industry. He is excited to be on our team, and looking forward to getting on the boat (President's Club). He is a Seattle Native, went to University of Washington where he earned a Bachelor's Degree in Ethnic Studies. He enjoys his three kids, 21 year old girl, 6 year old and 2 year old boys. Michael loves sports. He played football, basketball, and ran track through high school. He also played football through college. His hobbies are snowboarding, reading, cooking, and wood-working.

## Did You Hear the News?



All of these businesses were brought in by **Jose Montes** (02/19/01) Corporate Sales Representative at the Tucson Plant.

### Refer A Friend WORKS!!!!

Thank you for providing a lead to us...your friend is our friend! We tip our hat to you!

### - - - - REFER-A-FRIEND - - - -

It pays to have friends with "Refer-a-Friend" from Prudential Overall Supply.

Simply provide your friend's contact information the next time you see your Prudential Representative.

We'll take it from there. If they decide to take advantage of Prudential's services, "Refer-a-Friend" will pay you an amount equal to one week of their full rental service charges.

"Refer-a-Friend" isn't just for your friends in uniform. Prudential's restroom services and professional floor mat programs can benefit virtually any business or organization.

We thank you for your business, and value the trust you place in us with your friends.



**JOHNNY GIBSONS - DOWNTOWN**  
11 S. 6th Avenue, Tucson, AZ  
(520) 393-8544



**FAMOUS SAM'S** was a former customer and now returning to Prudential.  
7129 Golf Links Road, Tucson, AZ  
(520) 296-1245



**BASHFUL BANDIT** now has three accounts with Prudential  
3686 E. Speedway Blvd., Tucson, AZ  
(520) 795-8996



**BLAZE** under new ownership changes to Prudential services.  
10110 North Oracle Road, Tucson, AZ  
(520) 395-1297



## Did You Hear the News?

### Great Friend



A friend of our Line Driver **GEOFF COOPER** (07/19/93) at the Prescott Service Center, made this truck out of a block of wood. He carved and painted it to look like his Prudential Overall Supply semi-truck that he drives daily and gave it to him as a gift.



### Cool Video



Check out a video posted online by one of our customers the Nasa Goddard Space Flight Center. It features our suits being worn inside the cleanroom where they are building the James Webb Space Telescope.  
Watch it here: <https://www.youtube.com/watch?v=JkRXI8PzmBM>

### Good Cause



Carson recently supported the 2015 Special Olympics with towel services for the Uruguay, Slovakia and Turkey delegations that were receiving lodging at a Long Beach State dormitory. We helped support over 200 participants.

### New Customer New Job



**HALEY CURRY**, daughter of **DAVID CURRY** (01/17/07) Senior Key Account Manager, pictured with **DOUG CAVANAUGH** and **TAD BELSHE** part of the ownership group and one of Prudential Overall Supply's newest customer's the Light House Café in Newport Beach, California. Haley is one of the Hostesses.

Lighthouse Cafe – Now Open at 1600 West Balboa Blvd. Newport Beach, CA 92663. Best of Luck!

### New Tractor Trailer



New Prudential Tractor Trailer driven by **KYLE STOWERS** (04/06/09) Customer Service Representative/Line Driver at the Austin Cleanroom Plant to increase customer satisfaction to our out of state Austin customers! The Austin Cleanroom Plant will begin providing direct service to Oklahoma and Nebraska customers beginning this week!

## Did You Hear the News?

### Halloween 2015 Halloween Party at the Mesa Cleanroom Plant



Really into the spirit!



Having fun at the party!

### Halloween Party at the Corporate Office



King Tut, Star Trek, Animals, and even a Google Maps system all came to join in on the fun!

### - Milpitas Holds a Open House for— Their Families!



Milpitas Industrial and Cleanroom Plants hold an open house on October 31st. Fun was had by all who joined in all the activities. Family and friends were invited to tour the plants to see what their families and friends do for a living.



### In Memoriam



**CLEO BARTON**  
Hired: (02/12/64)  
Retired: (03/01/96)  
Administrative  
Assistant

In Memory of  
**CLEO LAVAUGHN (STEVENS) BARTON**  
February 6, 1928 - July 8, 2015  
Rose Hills Memorial Park

Cleo was the administrative assistant for the Executives at the corporate office for many years. She supported John D. Clark, Don Clark and Dan Clark. Cleo handled their phone calls and supported their many administrative needs as well as keeping them on track in their daily schedules. She also handled many of the plant functions and kept the many customer lists that are all done by computer now. She was missed very much when she decided to retire and enjoy the leisure life.

Hi Marlan, I can never get my Mom off my mind and I wanted to tell you how glad I was to meet you and tell you that I will never forget you for caring enough for my Mom that you would drive all the way out here to get her for the Christmas luncheon, knowing that she would just LOVE to go to see all her Prudential friends again. It really, really would have made her so happy! She had quite a few friends that went way out of their way to help her in many ways. I will always remember your kindness toward her. Thank you Marlan, ur a good guy!

**RANDY BARTON**, Cleo's Son  
Riverside, California





# Did You Hear the News?

## Happy 40th Anniversary Tom Watts

### A NOTE FROM TOM:

Thanks to all of you for the special congratulatory wishes. Wow, 40 years just flew by. I was talking to my wife and she reminded me that 40 years ago, it was my first day on a route and I wasn't sure if I would make it.

Special thanks go out to all of you though, as you've made it a great and memorable 40 years for me.

When you get to spend your working career with so many fantastic people, it seems more like a gift every day.

I very much appreciate the Clark family for letting me stay all these years.

### TOM WATTS

(09/08/75)

President

1975

Tom Watts



Current Plant Location: Corporate

Title: President

Hire Date: 09/08/75

Why have you chosen to stay with Prudential for so long?

"I like the work and love the people."

Climbing the corporate ladder, a native Californian Watts served the company's family orientation when his father Phil was a route salesman for POS. The older Watts ran an evening route for about 10 years.

One night in 1971, in the aftermath of a major earthquake, the father asked the son to join him. "Some bridges were down and freeways were closed, so he asked me if I wanted to ride along with him on Friday night and help," Tom recalls.

He was surprised that the industry wanted him only knew about it from the title that his father had told him. Six years later was hired as a route sales trainee.

"I really liked the people. What were already in those positions, as they were all very outgoing and friendly. The thought of being out on my own and away from the same location every day and the wife, variety that each day presented were very appealing to me."

Rungs on his ladder to the top were: Customer service rep (CSR) for major customers, utility route salesman, route manager, sales and service manager, GFT, regional manager, operations VP and now president. In each case, the company approached him about moving up.

Only one of these was a new position (operations VP). He sought this job because he was confident they "would continue to help me understand the business better and broaden my knowledge base." The only switch that didn't stick to him was a lateral move that increased his commute from 23 minutes to almost two hours.

Getting his start in route sales hooked him because it gave him the opportunity to talk to a "very diverse group of people" (the customers) and become familiar with a variety of businesses. "I really enjoy learning about anything I take in regards to other industries," Watts says.

As a CSR, he immediately appreciated the importance of his production philosophy to his success. "If my head was not correct, my day was not going to be fun." He requested plant staff as some of



ALSO IN THIS ISSUE

Starts new service approach

Automated customer safety

Plant system integration

Family-friendly PRESIDENT

In the street and in the office, Tom Watts has exuded Prudential's corporate culture for 30 years

the hardest working people he'd known, focused on doing the right thing and always getting it done.

Later, working in an effort appealing to him, he says, because of the trust responsibility to teach others. "I'm not much on desk, doing but getting out with other people and showing them how to do it better is a big part of what I like to do."

Of all the roles he's played, however, his years on the route were most responsible for building his understanding of "what the industry and service in general is about." It also turned him into the company philosophy that POS needs to do everything it has promised its customers and to expect a fair price in return.

- March 2006 Industrial Landscape Magazine



Phil Watts, Tom's father, at work

Tom Watts Personnel Card

09/08/75	Customer Sales Representative	Cerritos
02/27/78	Utility Driver	Cerritos
01/01/79	Route Manager	Cerritos
03/04/80	Sales & Service Manager	Cerritos
04/16/84	General Manager	Riverside
06/06/88	General Manager	Los Angeles
04/08/91	Regional Manager	Corporate
05/01/95	Vice President Operations	Corporate
01/04/99	President	Corporate

Source: Off-The-Cuff Issue - 2007, Vol. #48, No. 1

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# Did You Hear the News? - - - ANNIVERSARIES - - -



## TUCSON PLANT HAS SOME MILESTONES TO CELEBRATE

**MITCH CUMMINS** (07/21/80) General Manager  
Celebrates 35 years!

**FERNANDO TAMAYO** (07/15/85) Maintenance  
Celebrates 30 years!

**CARLOS ARVAYO** (07/30/90) Production Employee  
Celebrates 25 years!



Congratulations **TOM STILLWAGON** (07/28/80)  
Service Center Manager at the Indio Service  
Center, for 35 years of service to Prudential. He  
was presented his certificate and gift of thanks!



## CHUCK FREESE

(09/29/80) Senior System Analyst, Corporate Office  
Celebrated his 35th anniversary with Prudential  
Overall Supply. Congratulations Chuck, and THANK  
YOU for all of your outstanding years of service to  
the company.



## HILDA CARRILLO

(06/26/90) ABS Support Specialist at the  
Corporate Office celebrated her 25th  
anniversary with the company.

**TOM WATTS** (09/08/75) President presented  
her a cake and her gift.



**HILDA HAGHIGHI** 10/15/1990 Accounts  
Receivable Clerk at the Corporate Office. She  
very much enjoys working with great people,  
also she appreciates the company for great  
leadership and all the support through the  
years. **KATHY IVESTER** (05/23/88) Accounts  
Receivable Manager presented her with her  
certificate and gift.



**JUDY VEGA** (10/29/90) Account Receivable/  
Collection Supervisor celebrated 25 years at  
Prudential at the Corporate Office.

**KATHY IVESTER** (05/23/88) Accounts Receivable  
Manager presented her with her certificate and gift.



**ANN MACIAS** (09/24/90) Production Employee at  
the Los Angeles Cleanroom celebrated 25 years  
and received her certificate and watch!



**MAJOR SANGHA** (10/10/90) Line Driver  
celebrated his 25th Anniversary with Prudential  
at the Fresno Plant. **NICOLE PALMER**  
(08/19/09) General Manager, Fresno Plant  
presents him with his watch and certificate!



## Did You Hear the News?

- - - - ANNIVERSARIES - - - -



Congratulations **FAWN TAO** (07/12/95) Network Information Manager at the Corporate Office. Thank you for your 20 years of service to Prudential Overall Supply! **JOHN THOMPSON** (02/16/93) Vice President of Finance presented her with her certificate at the Employee Recognition Meeting.



**BOB BYRD** (05/31/05) Auto Mechanic at the Moorpark Plant celebrated his 10th Anniversary! Congratulations!



**ROGELIO SERRANO** (07/26/10) Sales & Service Manager at the Fresno Plant celebrated 5 years! Congratulations!

## Supplier Recognition



**STEVE KALLENBACH "K-BACH"** who is a supplier at American Dawn receives a 25 year certificate and pin from **TOM WATTS** (09/08/75) President as a thank you for serving Prudential Overall Supply for so many years. Thank you for your dedicated service! You Rock!



**STEFAN SCHURTER** (10/26/92) Senior Vice President presented **TIM BUCKNER** a 25 year POS certificate, 25 year POS pin, and a POS badge recognizing Tim for his 25 years of service as a supplier to Prudential. Tim works for Ecolab, our chemical supplier.

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**Congratulations to you all. Thank you  
for your loyalty and commitment to  
Prudential Overall Supply!**

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# Did You Hear the News? - - - - RETIREMENTS - - - -



## LOS ANGELES PLANT

**FELISA DE LEON** (10/16/75) retired from the Los Angeles Industrial Plant as a Production Employee. Wishing you all the best!



## IRVINE PLANT

L-R

**MARK BICKEL** (10/08/86) Sales & Service Manager, Irvine Plant and **JON LOCKE** (10/08/86) General Manager, Irvine Plant celebrate with **MIKE SHIELDS** (11/29/99) as he retires from his position as a Customer Sales Representative at the Irvine Plant. After 15 years with the company he has decided to hang up his boots and enjoy a well-earned permanent vacation. Congratulations Mike!



## TUCSON PLANT

After 25 years with POS, **RUTH FIGUEROA** (04/20/90) Production Employee retired from the Tucson Plant. **MITCH CUMMINS** (07/21/80) General Manager, Tucson Plant presents her with her gift and certificate. Happy Retirement Ruth!



## LOS ANGELES PLANT

**EDDIE ORCUTT** (12/31/84) retired from the Los Angeles Industrial Plant as a Wholesale Customer Sales Representative. **MARK WILLIS** (08/09/04) General Manager, Los Angeles Plant presents Eddie with his certificate. Congratulations!



## CORPORATE OFFICE

**BILL STONER** (09/15/88) retired from Prudential Overall Supply Tuesday, August 4, 2015 which was also Bill's birthday. Thank you Bill for your 27 years of outstanding service in your various positions including General Manager at the Los Angeles Cleanroom Plant as well as Cleanroom Purchasing Manager at the Corporate Office.

Happy retirement Bill, we will miss you.

L-R

**BRET BIELEFELD** (02/06/84) Director of Purchasing,

**PATTI WARD** (05/03/95) Buyer,

**BILL STONER** (09/15/88) Retired

**KAREN MUNIZICH** (08/01/96) Major Supplier Specialist,

**LEE TERRY** (05/09/88) Environmental & Safety Director,

**GARY DE VINE** (04/30/10) Buyer.

## 'Anything is Possible'



*'Anything's possible'*  
3 Mesa students off to major colleges

**OLIVIA INZUNZA** (08/30/00) Distributor at the Mesa Cleanroom Plant, longtime employee of Prudential family and proud single Mother of two great adult children. Congratulations to the Inzunza family for Ruben Inzunza's acceptance into Notre Dame University on an academic scholarship. We are very proud and happy for their family. This accomplishments speaks volumes to the great role model these children have had to assist them in their life successes. We wish them all many future successes to come.

Olivia Inzunza's son was featured in the Mesa Tribune-front page. He will be attending Notre-Dame and the story features "Anything's possible".



# Did You Hear the News?

- - - - New Babies, Wedding & Family News - - - -



**SANDRA LIEU MARTS** (07/11/11)  
General Manager, Los Angeles  
Cleanroom & **JON MARTS** (05/30/00)  
Key Account Manager, Corporate Office  
have a new baby girl, meet  
**Brooklyn Avery Marts!**



**CHAD NOVACK** (10/13/14) Sales &  
Service Manager at the Los Angeles  
Cleanroom and his wife have a baby girl  
named **Lincoln Grace Novak**  
9lbs 4.75 oz and 21 inches  
Born 09/29/2015! Congrats!



**XENIA MEDINA** (06/20/12)  
Sales & Service Manager at the Los  
Angeles Cleanroom had a baby boy  
named **Roberto Medina III** born on  
11/16/25 weighing 7.7 pounds! How  
sweet!



**DONNY PYNE** (04/22/13)  
Sales & Service Manager at the Los Angeles  
Industrial Plant has a new daughter named  
**Kamila Kailani Pyne**, born on 05/07/15  
weighing 8lbs. Congrats to you and your family!



**JIM MURRAY** (09/02/86)  
Secretary/Treasurer, Corporate Office  
has two healthy new grand-baby twins!  
**Timothy James** 20" 8lbs 4oz. and  
**Anabell Jane** 19" 7lbs 11oz. How precious!



**JIM MURRAY** (09/02/86)  
Secretary/Treasurer, Corporate Office  
has another grand- baby that his son  
welcomed into the world naming him  
**Johnny James** born on 04/18/15.  
What a little cutie!



**TIFFANY MEDINA (SOTO)** (10/08/07) Office  
Clerk at the Tucson Plant was married on May  
16, 2015 to **Frank Soto**. They have 4 children  
together **Brianna** 14, **Francisco III** 13, **Fabian**  
11 & **Fernando** 7. Our family enjoys movies,  
being outdoors and most of all football as we  
are Dallas Cowboy fans! Congratulations to you  
and your family!

# Prudential's Mail Bag

From: Brown, Diane  
Sent: Monday, September 14, 2015 8:44 AM  
To: Sergio Lopez (P02)  
Cc: Jay Boyer (P02)  
Subject: UCLA order for Tues 9-15-15

Sergio- Here is my order for tomorrow. We are now back into conference season, so our needs are different- more napkins for sure and our orders will vary depending on occupancies. Thanks you so much for your help and being so proactive last week when I forgot to place an order! You saved me! And a special thanks to Jose also for making a second special trip to bring up more napkins. We pride ourselves here at the conference center on our customer service and are constantly going above and beyond. It is so nice to work with a company that has the same standards of excellent customer service! I truly appreciate all that you do. Again, my sincere thanks!

Gratefully,

Diane Brown  
Dining Room Supervisor  
UCLA Conference Center  
(909) 336-7059

**SERGIO LOPEZ** (07/24/06) Sales & Service Manager, Riverside Industrial Plant. **JAY BOYER** (02/07/84) Assistant General Manager, Riverside Industrial Plant.

Jerry,

Thank you, It was fun and also thank you, for the copies of the magazine. It's really nice to be able to work with nice people like you and your staff. Have a great day!  
Thank you,

Michelle Singleterry | NUTRILITE | Senior Secretary | Solid Dose

Office: 714.562.6487 | Cell: 714-287-7145 | 5600 Beach Blvd. | P.O. Box 5940 | Buena Park, CA 90621-5940

**JERRY MARTIN** (04/20/92) Vice President of Sales & Marketing at the Corporate Office.  
**MICHELLE SINGLETERRY** with Nutrilite participated in our corporate video.

From: Charmiane Wilson  
Sent: Thursday, August 13, 2015 3:16 PM  
To: Jay Boyer (P02)  
Subject: Sergio Gonzalez

I'm not sure if Prudential has an employee recognition program in place or any way of acknowledging outstanding employees, but I wanted to let you know what a consistently helpful, always positive and friendly employee you have in Sergio. He seems to genuinely enjoy his job and to take pride in quality work and customer service.

When he left today, three of us were talking about how awesome he is and it occurred to me that it would be good to express those thoughts to his supervisor.

Best Regards,

Charmiane Wilson  
Administrative Assistant  
City of San Bernardino  
Fleet Management Division  
182 S. Sierra Way, San Bernardino CA 92408  
Phone: 909.384.5220 ext. 1005  
Fax: 909.384.5013

**SERGIO GONZALEZ** (07/18/05) Customer Sales Representative at the Riverside Plant.

From: William Stuart  
Sent: Friday, December 04, 2015 6:40 PM  
To: Myles Reukema  
Subject: update

Myles,

I hope all is well with you and your family. I wanted to give you an update as to the new re-usable sterile gowns. We began using the gowns yesterday and today. The staff were elated to use the new gowns. Many were smiling. I cannot put my finger on the mood, but they were happy and maybe proud to be in state of the art gowning. I know we need to schedule a training day. Phillip will work on this. I have attached few photos for your amusement.

Thanks for all you efforts.

William A. Stuart, RPh  
President

113 W. Victoria Street  
Long Beach, CA 90805  
P: 888.671.2888  
F: 800.648.8550  
www.hartleymedical.com

**MYLES REUKEMA** (01/05/04) Director of Cleanroom, Corporate Office. A nice note from one of our new customers at the Los Angeles Cleanroom. Congratulations Los Angeles Team team for making it happen! We have another raving fan! Great job!



# Prudential's Mail Bag



To Nicole Palmer,

I am writing you this letter to let you know that the service that you have provided for me has been exemplary. Whenever I have had any issues and needed them resolved your company has stepped up and took care of them in a timely manner.

The product that you give us is good quality and if we ever notice that we need to replace items such as micro fiber rags or mops you work with us and replace as needed. It is a pleasure to work with a company that cares about its partnerships with their accounts.

If you would like to use this letter as a recommendation for services please feel free to do so. If anyone would like to call and ask me any questions please let them know they are more than welcome to.

Thank you again and I look forward to our continuing partnership.

**Tim Santos , Operations Manager**  
Environmental Services



9300 Valley Children's Place | Madera, CA 93636  
D: (559) 353-6225 | C: (559) 474-1067

**NICOLE PALMER (08/19/09) General Manager at the Fresno Plant.**



**NICOLE PALMER (08/19/09) General Manager at the Fresno Plant.**



**NICOLE PALMER (08/19/09) General Manager at the Fresno Plant.**

## THANK YOU FOR YOUR KIND LETTERS!

Remember if you have a  
testimonial go to our website  
and let us know how we are  
doing. We love hearing from  
our fantastic customers!

*Warmest thoughts and wishes for a  
wonderful Holiday and a very  
Happy New Year!*



Since 1932, Prudential Overall Supply continues to provide best-in-class solutions for businesses for uniforms and textile rental programs.

**UNIFORM AND RELATED SERVICE PROGRAMS INCLUDE:**

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*Prudential is grateful for the exceptional work produced by our industry-best tenured employees, and to our exceptional customer patronage.*

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